

Statement of Duties

Position Title: Team Leader - Ward Clerks	Position Number: 508210	Effective Date: May 2015
Group and Unit: Tasmania Health Service (THS) – South – Strategy Planning and Performance		
Section: Patient Information Management Services (PIMS)	Location: South	
Award: Health and Human Services Award (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 4	Classification: General	
Reports To: Manager - Inpatient Services Unit		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

- In accordance with the policies, procedures and guidelines of the Patient Information Management Service (PIMS) manage the selection, recruitment, training and day to day provision of frontline PIMS Ward Clerk customer service delivery throughout the Royal Hobart Hospital.
- In collaboration with relevant Nurse Unit Managers (NUM), ensure that Ward Clerk/Customer Service Officer (CSO) relief services comply with the agreement between Corporate and Support Services and the clinical divisions of the Royal Hobart Hospital.

Duties:

1. Plan, implement and evaluate the selection, orientation, and training of each new PIMS Ward Clerk/CSO, ensuring that service delivery standards and service objectives are understood, implemented and maintained.
2. Develop and maintain service provision standards relating to Ward Clerk/CSO relief duties, including the ongoing maintenance and review of the Ward Clerk Procedure Manual.
3. In collaboration with Nurse Unit Managers, monitor, review and develop Ward Clerks/CSO relief knowledge and skill levels both individually and as a group.
4. In liaison with Nurse Unit Managers, develop, maintain and monitor PIMS Ward Clerk/CSO relief rostered day and shift hours.
5. Organise, maintain and monitor effective and efficient communication channels between PIMS, NUMs and Ward Clerk/CSO relief staff.

6. Participate in forums and meetings that relate to the provision of Ward Clerk/CSO relief services, including the provision of regular reports to the Manager-Patient Information Management, on the progress and issues relating to Ward Clerk/CSO functions and in accordance with PIMS Business Plan.
7. Plan, implement and report Quality Improvement activities involving the Ward Clerk/CSO relief establishment.
8. Plan, implement and evaluate specific short term projects within Patient Information Management Service.
9. Ensure that all Ward Clerks/CSO have an awareness of and comply with the current Work Health and Safety (WH&S) Act and work health and safety procedures through the adoption of a best practice approach.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying jobs at this classification level.

Scope of Work Performed:

Under the general direction of the Manager, Inpatient Service Unit, the Team Leader – Ward Clerks organises, coordinates and administrates the activities of Ward Clerk and CSO relief staff across designated inpatient sites and is the key contact person across the hospital for the accuracy of data from hospital inpatient services. In doing so, the incumbent is responsible for:

- applying extensive knowledge and competence in inpatient/client data collection accurately capturing inpatient activity on Clinical Information Systems.
- providing advice and support to the wider administrative environment in relation to data integrity and data entry standards for inpatient data entered on various systems across Royal Hobart Hospital campuses.
- applying discretion and autonomy to ensure PIMS duties undertaken by Ward Clerks/CSO's are performed in accordance with relevant standards and directives.
- exercising reasonable care in the performance of duties consistent with the relevant WH&S legislation and providing labour in an efficient, effective and safe manner.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

Essential Requirements:

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a) crimes of violence
 - b) sex related offences
 - c) serious drug offences
 - d) crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Experience in medical records administration.

Selection Criteria:

1. Relevant qualifications and/or demonstrated experience in the supervision and administration of a large number of employees providing clerical and frontline services; together with extensive frontline clerical experience preferably within in a hospital setting.
2. Sound knowledge of the relevant national and state legislation and standards which govern the management of patient information.
3. Demonstrated organisational and leadership skills, including problem solving, negotiation and conflict resolution skills and the proven ability to effectively coordinate frontline staff to achieve organisational objectives.
4. Well-developed interpersonal and written and verbal communication skills including the capacity to effectively liaise with staff and other service providers within a health care setting and produce and present written reports for a senior management audience.
5. Proven ability to effectively plan, coordinate, implement and evaluate training programs and work-based projects relevant to clerical functions, including information systems and frontline services.
6. Demonstrated knowledge and experience in the use of information systems, together with extensive experience in word processing and spreadsheets.

7. Sound knowledge of WH&S legislation and codes of practice including basic accident investigation and hazard controls and the ability to apply that knowledge within the workplace.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.